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SAN FRANCISCO
LOCAL HOMELESS COORDINATING BOARD

CONTINUUM OF CARE
STRENGTHENING SINGLE ADULT SHELTERS
COMMITTEE

AGENDAS AND MINUTES

2000

The Agendas use the title "Strengthening Single Adult Shelters Committee."
The Minutes use the title "Strengthening Shelters for Single Adults."

5/5



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SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

The San Francisco Local Homeless Coordinating Board is overseeing the process of updating San Francisco's Continuum of Care Plan. This work will be done in committees involving service providers, consumers, [illegible]epartment representatives, advocates and community members. The following Committee is focusing [illegible]specifically on strengthening services in the single adult shelter system. If you have questions about logistics please call Jane Johnson at 558-1902.

8.79

5/10

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
May 15, 2000
10 –12 a.m.
At
1440 Harrison St., 2nd Floor Conference Room

AGENDA

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I. Introduction & Background
[illegible]I. Presentation of Data
III. Discussion re Proposed Process
IV. Develop Meeting Schedule

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, May 15, 2000

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PRESENT: Kate Durham, DHS, Co-chair
Jennifer Friedenback, Coalition on Homelessness, Co-chair
George Smith, Mayor's Office on Homelessness, Co-chair
John Smith, A Man's Place
Jeff Kiefer, A Man's Place
Mel Beetle, Homeless Senior
Maggie Donahue, DHS
Carolyn Plybon, DHS
Miguel Cuevas, DHS
Jeanne Zarka Brooks, DHS
Jane Johnson, DHS
Linzie Coleman, MSC-North
Kym Valadez, Swords to Plowshares
Tracy Pullar, VA Healthcare for Homeless
Mark Rosenthal, MSC-South
Richard Bright, St. Vincent de Paul
Johanna Keeley, Mayor's Office on Homelessness
Mara Raider, Coalition on Homelessness
John Wilson, Coalition on Homelessness
Allison Lum, Coalition on Homelessness
Felicia Houston, A Woman's Place
Virginia Elizondo, City Attorney's Office
Rita Semel, Homeless Board
Arnett Watson, Client Advocate
Jackie Jenks, Central City Hospitality House
Herb Anderson, Mission Hiring Hall
Seth Katzman, Conard House
Anne Kronenberg, DPH

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I. Introduction and Background

Jennifer Friedenbach talked about the Local Homeless Coordinating Board and the Board's Committee structure for updating San Francisco's Continuum of Care Plan. This committee is one of nine committees created to support the updating of the Plan. We will meet for a minimum of 6 months with the outcome being a draft report that will contain recommendations, covering the next two to five years, on how to strengthen the single adult shelter system.

Kate Durham talked about how the recommendations coming out of this committee will interface with City Departments. Recommendations will go to Department staff, in Department of Human Services and Department of Public Health who will in term evaluate feasibility of implementation, cost to operationalize, etc. Since we are planning on a draft report being completed by November 2000, recommendations should be tied to budget process beginning fiscal year 2001-02.

II. Presentation of Background Materials/Data Summarized

Lots of thinking has already been done in regards to strengthening shelters. The following reports/data represent much of that thinking and should serve as critical background for this committee

1. George Smith – Joint Mayor's Office, Dept. of Human Services, Dept. of Public Health Goals & Objectives Re Shelter
2. Maggie Donahue – Profile of the Single-Adult Homeless Population
3. Kate Durham - Emergency Shelter Programs – FY 1999-2000
4. George Smith – SF Homeless Count 2000 Report
5. Mara Raider – A Plan to End Homelessness in San Francisco
6. Susan Mizner – Accessible Shelter
7. Jennifer Friedenbach – Locked Out

III. Proposed Process

Jennifer suggested that the Committee organize its recommendations into six different areas:

- Culture / Philosophy
- Access / Capacity
- Physical Environments
- Support Services (including mental health and substance abuse)
- Exits
- Homeless Voice

Committee members supported this suggestion. We then talked about having two meetings for each topic area. At the first meeting on each topic area, we would review all existing recommendations on that area and brainstorm additional recommendations. In the second meeting we would refine the recommendations and create some action steps.

There was a lot of discussion about how we ensure broad participation in this process. We talked about getting additional people to the table to participate in the meetings, with specific focus on people from the SouthEast sector, the Mission District, consumers and line staff. We talked about committee members posting meeting notices in shelters to encourage both line staff and consumer involvement, and handing out flyers through outreach on the street. It was also suggested that we rotate the meeting place to ensure broad participation.

We also talked about holding focus groups with line staff and consumers once we have a draft set of recommendations; and about going out to different neighborhoods for input once we have a draft.

Committee members were encouraged to get input from their staffs, peers, consumers, etc. in between meetings. Jane Johnson agreed to mail out minutes and agendas one week prior to each meeting so that committee members would have in writing the ideas/recommendations from prior meetings. She also agreed to e-mail minutes/agendas to those that have e-mail to ensure that people get notes with enough time to get input.

Virginia Elizondo reminded us that this committee would fall under the Sunshine ordinance, and as such we must properly notice meetings. This also has implications for how decisions are made, etc. Kate Durham, Jane Johnson and Virginia will meet before the next meeting to ensure that this meeting conforms with Sunshine.

IV. Proposed Meeting Dates

The group agreed to meet the second and fourth Wednesday of every month HOWEVER our next meeting will be Wednesday, May 31 from 9:30 – 12:00. Thereafter we will follow the 2nd and 4th Wednesday schedule:

	TOPIC
▪ MAY – 31ST	Philosophy / Culture
▪ JUNE - 14TH & 28TH	Philosophy / Culture
▪ JULY – 12TH & 26TH	to be determined
▪ AUGUST – 9TH & 23RD	to be determined
▪ SEPT. – 13TH & 27TH	to be determined
▪ OCT. – 11TH & 25TH	to be determined
▪ NOV. – 8TH & 22ND	to be determined

V. Next Meeting

201 TURK STREET
1st Floor Conference Room

Wednesday, MAY 31, 2000

9:30 – NOON

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

The San Francisco Local Homeless Coordinating Board is overseeing the process of updating San Francisco's Continuum of Care Plan. This work will be done in committees involving service providers, consumers, department representatives, advocates and community members. The following Committee is focusing specifically on strengthening services in the single adult shelter system. If you have questions about logistics please call Jane Johnson at 558-1902.

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SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
May 31, 2000
9:30 – 12 noon
At
201 Turk Street, 1st Floor Conference Room

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AGENDA

I. **Review meeting process and practices**

II. **Discuss and decide topic calendar for next six months**

III. **Presentations re topic area: Philosophy / Culture**

IV. **Brainstorm elements important to philosophy of shelter system**

V. **Discussion re translating elements into guiding principles**

VI. **Next steps**

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Explanatory Documents Related To Agenda Items

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, May 31, 2000

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5/31/00

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PRESENT: Kate Durham, DHS, Co-chair
Jennifer Friedenback, Coalition on Homelessness, Co-chair
George Smith, Mayor's Office on Homelessness, Co-chair
John Smith, A Man's Place
Jeff Kiefer, A Man's Place
Mel Beetle, Homeless Senior
Manuel Navarrette, Homeless Senior
Maggie Donahue, DHS
Carolyn Plybon, DHS
Miguel Cuevas, DHS
Mary-Lynn Garrett, DHS
Jane Johnson, DHS
Linzie Coleman, MSC-North
Kym Valadez, Swords to Plowshares
Tracy Pullar, VA Healthcare for Homeless
Mark Rosenthal, MSC-South
Laura Pavey, MSC-South
Johanna Keeley, Mayor's Office on Homelessness
Virginia Elizondo, City Attorney's Office
Arnett Watson, Client Advocate
Jackie Jenks, Central City Hospitality House
Anne Shine, HRI/Visitation Valley
Joyce Miller, Family Rights and Dignity
Emma Harris, POWER
Megan Inada, C.H.E.F.S.
Jose Toledo, NSP
Barbara Solomon, Episcopal Community Services
Juliet Twomey, St. Anthony Foundation
Challa Tabeson, UN Plaza Homeless Project
Donna A. Keeling, UN Plaza Homeless Committee
Ernest S. Stepp, UN Plaza Homeless Committee
Manuel Morales, UN Plaza Homeless Committee
Scott Clark, COH/Poor News Network
Blanche Korfmacher, CMHS
Bob Nelson, Dolores St. Community Services
Sam Cobbs, Larkin Street
Glen and Christy Randles
Guy Michael, Sanctuary
Lynne Armstrong, Sanctuary
Ellen Catalina, Conard Hotel Program
Marilyn J. Isabell, Oshun Center
Brenda Meskan, A Man's Place/CATS
Jesse Mayes, Swords to Plowshares
Nancy Wiltsek, Pottruck Scott Family Foundation

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II. Review meeting process and practices

Kate Durham talked about how this committee falls under the Sunshine Ordinance and that all meetings are open for the duration of the committee. We will continue to do large mailings and post minutes and agendas to the Local Board web site. While the meetings are open, we hope for consistent participation throughout this process. In particular, we encourage those only participating in specific topic areas to come to both meetings (per topic) in an effort to build consensus. The first meeting per topic will be brainstorming with discussion and recommendations during the second meeting. Kate informed all that background information from the previous meeting is available by mail or brought to the next meeting by calling Jane Johnson at 558-1902.

Jennifer Friedenbach talked about the Local Homeless Coordinating Board and the Board's Committee structure for updating San Francisco's Continuum of Care Plan in order to qualify for funding. This committee is one of nine committees created to support the updating of the Plan. We will meet for a minimum of 6 months with the outcome being a draft report that will contain recommendations, covering the next one to five years, on how to strengthen the single adult shelter system. The recommendations coming out of this committee will interface with City Departments. Recommendations will go to Department staff, in Department of Human Services and Department of Public Health who will in term evaluate feasibility of implementation, cost to operationalize, etc.

II. Discuss and decide topic calendar for the next six months

The following topic calendar was decided:

- **MAY – 31ST** — **Philosophy / Culture**
- **JUNE - 14TH & 28TH** — **Philosophy / Culture**
- **JULY – 12TH & 26TH** — **Homeless Voices**
- **AUGUST – 9TH & 23RD** — **Access/Capacity**
- **SEPT. – 13TH & 27TH** — **Support Services**
- **OCT. – 11TH & 25TH** — **Physical Environments**
- **NOV. – 8TH & 22ND** — **Exits**

III. Presentations re topic area: Shelter Philosophy

Maggie Donahue reiterated the context of the work of this committee and suggested we hand out the goals and objectives jointly shared by DPH, DHS, and the Mayor's Office on Homelessness regarding strengthening the single adult shelter system.

The following shelters shared their service philosophy - elements of which are reflected here:

Mark Rosenthal – MSC-South:

- Inclusive
- Place of opportunity
- Peer based
- Brochure in English and Spanish available by calling 558-1902

Jackie Jenks – Hospitality House

- Personal growth
- Economic self-sufficiency
- Self-determination
- Harm reduction
- More intimate environment
- Peer based model

Brenda Meskan – A Man's Place / A Woman's Place

- Safe refuge
- Harm reduction
- Peer based
- Death prevention

Linzie Coleman – MSC-North

- Assist and empower to achieve highest level of self-sufficiency consistent with their capabilities
- Inclusive
- Full services

Lynne Armstrong – The Sanctuary

- Clean and sober
- Recovery model
- Coordinated team approach
- Holistic
- Support groups / education / employment
- Emphasis on clean and pleasant environment

Bob Nelson – Dolores Street

- Sanctuary
- Mono-lingual Latino men focus, but all men are welcome
- Working poor
- Provide environment to stabilize lives and get out of cycle of homelessness
- Hope for longer term case management

Sam Cobbs – Lark Inn

- Serve youth 18-24 years old
- Harm reduction / prevention
- Continuum of Care and wrap around services
- Youth development model

Presentation by Steve Fields, Executive Director of Progress Foundation on Social Rehabilitation Model

The following represents some important points of his presentation:

- Philosophy should inform system. Service development should come from core system of beliefs. People are too wedded to technology vs. philosophy. Current MH system discourages philosophy - technology is most important.
- Two common characteristics of people accessing mental health treatment services are that they have given up hope and are isolated and lonely. Services should address their alienation. Connection is essential.
- Should provide multiple sites and services / rehabilitation is treatment / recovery / self-determination (client knows own best needs)
- Need treatment philosophy that believes in social justice and everyone's ability to change

- 5 principles of Social Rehabilitation Model
 1. Normalized environment
 2. Multi-disciplinary staffing. Staffing from all sectors of culture – non hierarchyl / interactive / non-judgmental
 3. Client is primary decision maker in treatment plan / equal participant / no mysteries
 4. Size of environment can be most toxic to addressing principles – expectation of results have to be balanced by size
 5. Willingness to take risks
- All is based on comfort with risk

Anne Shine from Visitation Valley/Health Realization Institute and Manny Morales spoke re Health Realization Model

- All are born with innate mental health which is the common thread between people and service providers
- Mind-consciousness-thought shapes reality = innate Mental Health (we're born with it)
- Look at individual strengths; strength based model in social work – move away from pathology
- Have people be active in their own plans
- Look for common thread – share common philosophy
- You will see positive outcomes when honor common thread

Manny Morales:

- Look at yourself – what brought you down – change it and be successful
- Service providers should treat clients with dignity and caring
- People need places where they can help themselves
- Resource centers – assistance should be available if people want it

IV. Group Brainstorm re Elements Important to Philosophy of Shelter System

- Joyce Miller from Family Rights and Dignity – reminded group that families who have their children removed become single adult consumers
- Mel Beetle – consumer had following ideas
 - Provide opportunity for the advancement of disadvantaged individuals
 - Provide shelter and food
 - Education and other skills training
 - Rehabilitation support services/linkages
 - Employment linkages
 - Safe and sober environment for all types of disadvantages
 - Language differences / translation
 - Cultural practices (sanitation, food preference or special food limitations, medication control)
 - Seniors and disabled adults
 - Rejuvenation and enhancement of self-respect, self-esteem, and self-confidence
 - Positive feedback – build strengths
 - Staff mix – language range, various ages and skills, male and female with varying lifestyles and cultural heritage, ability in dealing with difficult situations effectively and respectfully, compassion and human touch
 - Staff training and adequate support – peer counseling and compassion, stress and anger control/management, supportive communication skills, problem resolution and decision making, time-management
 - Specific support services for disabled individuals

The brainstorming session will be continued to the next meeting due to a water leak, which ended the meeting early. Committee members are encouraged to come with their ideas about elements/principles that they feel are important to philosophy of shelter system.

V. Next Meeting

201 TURK STREET
1st Floor Conference Room

Wednesday, JUNE 14, 2000

9:30 a.m. – NOON

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

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14/00

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
June 14, 2000
9:30 – 12 noon
At
201 Turk Street, 1st Floor Conference Room

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AGENDA

I. Introductions

II. Group brainstorm re elements important to philosophy of shelter system

III. Discussion re how to translate philosophy into practice

IV. Short presentation re cultural competency

V. Brainstorm re elements of culturally competent programs

VI. Discussion re translating these elements into practice

VII. Next steps

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, July 12, 2000

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PRESENT: Jennifer Friedenbach, COH, Co-chair
George Smith, MOOH, Co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Mary-Lynn Garrett, DHS
Miguel Cuevas, DHS
Jane Johnson, DHS
Linzie Coleman, MSC-North
Richard Marquez, MSC-North
Erik Enriquez, MSC-North
Norbert Meilleur, MSC-North
Kym Valadez, Swords to Plowshares
Mark Rosenthal, MSC-South
Laura Pavey, MSC-South
Reginald Tardy, MSC-South
T. Hook, MSC-South
Ted Demisse, MSC-South
Johanna Keeley, MOOH
Shirley Pounds, City Team Ministries
Brenda Meskan, CATS
Michele Walker, Bethel Women 's Home
Marlinde Francis, Bethel Women's Home
Gracia Choyce, Bethel Women's Home
Antoinette Baines, Bethel Women's Home
Marilyn Alexander, Bethel Women's Home
Colleen Johnson, Chariot of Fire
Tracy Pullar, VA HCHV
Charlie Morimoto, DPH/PHP
Amilcar Mayen, Dolores St. Comm. Svcs.
Lynne Armstrong, Sanctuary
Barbara Solomon, ECS
Jackie Jenks, Central City Hospitality House
Sam Cobbs, Larkin Street
Steve Goetze, Larkin Street
Jesse Mayes, Swords to Plowshares
Barbara Brown, United Council
Abdalla Megahed, Advocate
Anne Kronenberg, DPH
Barbara Solomon, ECS
Manny Morales, UN Plaza
Challa Tabeson, UN Plaza
Ellen Catalina, Conard House
Yong Lee, Human Rights Commission
Abdalla Megahed, Advocate
Blanche Korfmacher, CMHS
Adam Arms, COH
Allison Lum, COH
Arnett Watson, COH
John Wilson, COH

I. Introductions

Jennifer Friedenbach explained how this is a committee of the Local Homeless Coordinating Board to support the update of San Francisco's Continuum of Care Plan. The recommendations from this committee will be incorporated into the Continuum of Care Plan, which will serve as a planning document for the next 5 years and help prioritize how the $250,000 on reserve should be allocated to strengthen shelter services. Secondly, this committee's recommendations will be forwarded to the Department of Public Health and the Department of Human Services and will be used in the development of the RFP's for the Multi-Service Centers.

Jennifer brought all present up to date by explaining that the committee started work with shelter philosophy by brainstorming on both philosophy and cultural competency. There was not enough time at the last meeting to discuss and finalize the recommendations of both topics so it was decided that we would dedicate today's meeting to the finalization of cultural competency. Jennifer stated that the committee has been operating by consensus so far and hopes to continue to do so.

II. Ice Breaker

George Smith opened the meeting with an ice breaker by asking that everyone in turn name one challenge and one joy pertaining to their work or life.

III. Discussion and Finalize Recommendations Re Cultural Competency / Sensitivity

Using the handout that Kate Durham had updated from the June 28th meeting on cultural competency / sensitivity Jennifer stated that discussion would proceed section by section.

The Cultural Competency / Sensitivity discussion focused on the following areas presented in the handout. The decisions that the group arrived at are bolded.

- Cultural Competency / Sensitivity Is Broad And Should Include **but not limited to....**
 1. **All peoples**
 2. Culture of homelessness **by meeting people where they are at**
 3. **People with medical needs, for example people who use, HIV status, etc.**
 4. **Translation is not just about different languages – need to really listen / hear people**
 5. **Disability status, including mobility, hearing, seeing impairments, mental health, cognitive and all other disabilities ((insert federal definition))**
 6. **Criminal justice history**
 7. **Sex workers**
 8. **Gender specific issues**

- Elements of Culturally Competent Programs Include....
 1. Flexibility with program practices to support individual cultural preferences **and individual needs**
 2. **Enforce a policy of non-discrimination**
 3. **Everyone is treated fairly, is respected and understood**
 4. **Equal opportunity to receive services**
 5. **Education of the community and provision of enough history to understand each other; create forums within shelters for conciliation between populations**
 6. **Protection of privacy and confidentiality**
 7. **Recognition of economic disparities**
 8. **On-going trainings**
 9. **Special attention to those communities that are disproportionately represented in homeless communities**

- Shelter System Shall Support People's Individuality
 1. Supporting people to determine how they would like to be addressed, **for example gender preference, use of salutations**
 2. **Respect individuality with respect to** self identification
 3. **Respect for different food and dietary needs**
 4. **Shelter system shall not deny access to outside resources**
 5. **Support, respect, and acknowledge individual choice**
 6. Be careful not to judge based on how people look **or speak**

- Shelters Will Have Ongoing Training Emphasis On Sensitivity / Competency
 1. Training and **increase support** for sensitivity / competency
 2. **Actively solicit involvement of** consumers in sensitivity / competency training
 3. **Create safe forums to share experience**
 4. **Support of cultural similarities and differences**
 5. **On-going needs assessments to be incorporated into training**

- Cultural Competency/Sensitivity Is Not Finite, You Don't Achieve It And Then You Are Done – Must Commit To Ongoing Examination/Education
 1. Cultural sensitivity / competency should be **cumulative**

- The following sections were removed from the document because consensus could not be achieved, tabled for discussion with another topic or sent to another committee:

1. **Removed**: Part Of Shelters Role Is To Support People's Ability To Be Successful Within The Dominant Culture
2. **Tabled for discussion in Support Services Section**: Create Specialized/Culturally Targeted Shelter System
3. **Tabled for discussion in Homeless Voices:** medical grievance
4. **Sent to the Diversity Committee**: Language: What Is Best Way To Talk About What We Are Trying To Achieve?

Johanna Keeley informed the group of the date and time of the next Diversity Committee meeting.

V. Next Steps

Homeless Voices will be addressed in our July 26 and August 9 meetings.

VI. Next Meeting

Please note location:

1440 Harrison St.
2nd Floor Conference Room

Wednesday, JULY 26, 2000

9:30 a.m. – NOON

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

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26/00

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
July 26, 2000
9:30 – 12 noon
At
1440 Harrison Street, 2nd Floor Conference Room

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AGENDA

I. **Introduction**

II. **Discussion only: Brainstorm Homeless Voices: Homeless People's Involvement In This Process**

III. **Discussion only: Brainstorm: Homeless People's Involvement In Shelter Operations**

IV. **Next Steps**

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Explanatory Documents Related To Agenda Items

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, July 26, 2000

PRESENT:

Kate Durham, DHS, co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Pam Willow, DHS
Jane Johnson, DHS
Lawrence Harvey, MSC- North
James Tate, MSC-North
Richard Marquez, MSC-North
Erik Enriquez, MSC-North
Kym Valadez, Swords to Plowshares
Mark Rosenthal, MSC-South
Tammie Hook, MSC-South
Ted Demisse, MSC-South
Jose Ojeda, MSC-South
Richard Bright, SVDP
Deven Richardson, MOOH
Johanna Keeley, MOOH
Falechia Harris, HPP
Juliet Twomey, St. Anthony Fdn.
Stanley Hegwood
Rodd Walton, Homeless
E. Edelman, Homeless
Tracy Pullar, VA HCHV
Charlie Morimoto, DPH/PHP

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Lynne Armstrong, Sanctuary
Miriam Toor, Sanctuary
Jeff Kiefer, A Man's Place
John Smith, A Man's Place
Barbara Solomon, ECS
James Power, ECS
David Jackson, ECS
Emil De Guzman, HRC
Andrew P. Hayes, DPH - Homeless
Fred Harris, Homeless - TARC
Jackie Jenks, Central City Hospitality House
Jesse Mayes, Swords to Plowshares
Barbara Brown, United Council
Abdalla Megahed, Advocate
Anne Kronenberg, DPH
Manny Morales, UN Plaza
Ellen Catalina, Conard House
Abdalla Megahed, Advocate
Blanche Korfmacher, CMHS
Allison Lum, COH
Scott Clark, COH / Poor Magazine
Felicia Houston, A Woman's Place/CATS
Jay Schlichter, T.S.H.C.
Al Rose

I. Introductions / Review of committee work to date re Homeless Voices

Kate Durham explained that today's meeting will be the first of two regarding the topic - Homeless Voices. We will brainstorm both on how to ensure that we have homeless people's input into this process and into the development of our recommendations around strengthening the single adult shelter system as well as how to develop mechanisms for supporting homeless people's input into shelter operations. As background information Kate reviewed the handouts distributed at today's meeting. One handout was the philosophy statement developed in an earlier session. Kate pointed out that we had agreed to return to the concept of incorporating a statement around client/resident accountability after doing the homeless voices section. We should keep this in mind during the course of the two meetings on homeless voices. The backside of the philosophy statement includes a list of ideas that came up during the philosophy brainstorm that specifically relate to homeless voices.

Deven Richardson, from the Mayor's Office, volunteered to co-chair in George Smith's absence. Johanna Keeley also volunteered to support meeting facilitation.

II. Brainstorm Homeless Voices: Homeless People's Involvement in this Process

Kate began this brainstorm noting the ways that we have been trying get homeless people's input into this committee's work. While we are interested in consistent involvement throughout this process, the meetings are open to anyone who wants to attend. We have agreed to rotate meeting sites for our twice-monthly meetings: the first several have been in the Tenderloin/South of Market, the next several will be in the Mission and the next series in Bayview Hunters Point. We do a huge mailing of minutes and agendas, up to 300 people. Minutes from each meeting are available to the general public at several places, namely the library and the web site for the Local Board:http://sfgov.org/1hcb. Apart from our twice-monthly meetings, additional meetings have been facilitated for Spanish-speaking staff and consumers. Also the meeting format was adopted to support getting input in between meetings. Minutes containing the brainstorm ideas from the first meeting in

each topic area are available one week prior to the second meeting in each topic area to make it possible for providers/advocates/other consumers to take ideas out, get feedback and bring it back to the second meeting.

While all of the above are happening, we are committed to developing additional means to get consumer input into this committee's work. Johanna Keeley was asked to talk about what other Continuum of Care Plan subcommittees are doing to get consumer input. She explained that there are 8 sub-committees of the Local Board that are working on the Continuum of Care Plan. Since it would be overwhelming for each committee to develop a series of consumer focus groups, she said that the Board has been talking about developing consumer focus groups that cover more than one subcommittee's work. At the next Local Board meeting scheduled for August 14th consideration will be given to scheduling consumer focus groups in the six following neighborhoods: Tenderloin, Visitation Valley, SOMA, Mission, Bayview, and Hayes Valley. These would offer an opportunity to get consumer input into all areas of the Continuum of Care Plan update process.

With this background, the brainstorm was opened up for ideas specifically about how to get homeless people's input into the development of recommendations coming out of this committee. People were encouraged to keep their ideas to the current topic and reminded that there would be future meetings covering specific areas such as access, support services, physical environments, etc.

Brainstorm:

- Have focus groups/meetings at each of the shelters for consumer input
- Hold 2 series of focus groups: one with consumers at the end of first three topics, and then again at the end of all six topics. Doing midpoint focus groups will demonstrate the work done to date and may encourage others to take interest
- Have food at meetings
- Develop a survey to get consumer input into each of the topic areas. Survey should be done with both people in shelters and people on the streets (Allison indicated that COH plans to develop a survey and will need people to conduct survey; they will offer training)
- Have more discussion; we can't do everything at this meeting, have focus groups at shelters and have someone report back to this meeting
- Do better outreach; have more information about topics to be discussed in advance
- Form some ways to get input from homeless people who do not access shelters
- Consider time factor of meetings; set meetings at times that are more accessible to consumers
- Request that shelter providers announce upcoming meetings to consumers and that they post meeting notices in the shelters and have copies of agendas for those interested
- When doing focus groups in shelters, send a smaller delegation from committee to conduct groups
- Develop mechanism for anonymous input such as a suggestion box at shelters or neutral area
- Have focus/input groups for each topic area with common surveys that compile thoughts and are brought back to this meeting
- Announce meeting sites well in advance
- Make sure that the minutes are available in Spanish
- Get input at regularly scheduled shelter meetings
- Have meetings at neutral sites; away from government buildings
- Keep process safe; create environment where there is mutual respect between all parties
- In order to support good discussion, break into smaller groups for brainstorming and then come back to larger group for more discussion
- Have interpreters available at meetings for those who need them
- Develop ways to involve people who have successfully utilized system; theirs are powerful voices

Additionally several ideas were voiced that are related to other topic areas. These ideas were noted, but it was acknowledged that they would be directed to future meetings/topic areas and not discussed further during this meeting. Concrete ideas that fall outside of the homeless voices topic area were as follows

- Have Doctors on site at shelters

- Have room for animals
- Develop a central intake, assess what a person needs, and direct them to a specific shelter; this would make shelters feel safer
- The lottery system doesn't work
- Have metal detectors at shelters
- Ensure that staff have more of a background/training in mental health
- Hold a conversation in future about hiring practices in shelters; what staff mix works best?

Brainstorm moved into people voicing concerns about the process and it not feeling safe or productive for everyone involved. Some people shared that they did not feel like these meetings were a safe place to put out their ideas/concerns/suggestions. It was suggested that because we have new people coming to each meeting that we should start each meeting giving the context about why this committee was formed and the work that it is charged with doing. It was suggested that in order to have time to cover the next brainstorm that a subcommittee be set up to develop a more concrete proposal around mechanism(s) for consumer input, using today's ideas, for consideration at the next meeting. A sign-up sheet was passed around for volunteers for this subcommittee. We then took a five-minute break to give both committee participants and chairs a chance to regroup.

III. Brainstorm Homeless Voices: Homeless People's Involvement in Shelter Operations

We started the second half of the meeting summarizing the process and reminding people about the schedule for the next several months. Johanna requested that the group follow several ground rules during the rest of the meeting. These included: No interruptions; Wait to be recognized; Stay on subject; Don't get into personals. She also reminded us that we are to specifically focus the next hour on ideas for consumer involvement into overall shelter operations.

Deven facilitated the next brainstorm about ideas to support consumer involvement in shelter operations. We started out by listing the mechanisms that currently exist to support consumer involvement. They are as follows:

- Town meetings in all shelters
- Groups on specific topics with clients
- Client grievance process
- Volunteer meetings
- Direct conversations with staff
- Complaint/suggestion box
- Access to Director
- Client participation on steering committee
- Exit surveys
- General Surveys

Deven then moved the group into brainstorming new ideas. The ideas raised are as follows:

- Client participation in staff hiring
- Create Shelter Advisory Boards that review suggestions made by homeless people, participate in community meetings and have decision making input into the development and implementation of shelter policies and practices
- Develop a system-wide Monitoring Committee to make unannounced visits to shelters; should be made up of line staff, advocates and homeless people
- Homeless and Formerly homeless people on Board of Directors
- Re-examine volunteer system
- Develop a 24-hour hotline for complaints
- Client liaison at each shelter site who is paid

- Ombudsman with expertise in legal and other issues who is not paid by shelter
- Ensure accountability for present systems; responding to complaints; better communication about what we have
- Client involvement in staff training
- Board of Directors meetings should be open and have homeless seats
- Staff meetings should be open except for when dealing with issues of confidentiality
- Address issues of accountability specific to shift changes
- Monthly questionnaires / surveys
- Open door day
- Client nominated staff member to sit on Board of Directors
- Ombudsman – rotate monthly through system - not affiliated with any specific shelter
- Develop democratic, independent representation; like a resident's council
- Suggestion boxes at places other than shelters
- Develop an Inter-Shelter network; ensure client representation on network
- Develop a public posting of responses to client complaints
- Use a website as a vehicle for communication

Richard Bright acknowledged that many ideas shared in the brainstorm are actually already in place. He suggested that as we move towards making concrete recommendations, we should have information about what is in place now and what is not. In some cases the issue may be better communication about what is available.

V. Next Steps

Prior to our next meeting, the Chairs will go through the ideas that came up in the brainstorm to identify those that may already exist – or be at some stage in the process of development.

Additionally, prior to the next meeting the subcommittee will meet to develop a more concrete proposal on getting consumer input into the process. This proposal will be presented to the full committee on August 9th

VI. Next Meeting

Centro Del Pueblo
474 Valencia St.
2nd Floor Conference Room
Wednesday, AUG. 9, 2000
9:30 a.m. – NOON

PLEASE NOTE THE FOLLOWING DATES & TOPICS FOR FUTURE COMMITTEE MEETINGS:

AUG. 23RD	ACCESS & CAPACITY	474 VALENCIA STREET	9:30 - NOON
SEPT. 13TH	ACCESS & CAPACITY	474 VALENCIA STREET	9:30 - NOON
SEPT. 27TH	SUPPORT SERVICES	474 VALENCIA STREET	9:30 – NOON
OCT 11th	SUPPORT SERVICES	to be determined	9:30 – NOON
OCT 25th	PHYSCIAL ENVIRONMENTS	to be determined	9:30 – NOON
NOV 8th	PHYSICAL ENVIRONMENTS	to be determined	9:30 – NOON
NOVEMBER 22nd	EXITS	to be determined	9:30 – NOON
DECEMBER 13th	EXITS	to be determined	9:30 - NOON

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

The San Francisco Local Homeless Coordinating Board is overseeing the process of updating San Francisco's Continuum of Care Plan. This work will be done in committees involving service providers, consumers, department representatives, advocates and community members. The following Committee is focusing specifically on strengthening services in the single adult shelter system. If you have questions about logistics please call Jane Johnson at 558-1902.

8.79

9/00

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
August 9, 2000
9:30 – 12 noon
At
474 Valencia Street, 2nd Floor Conference Room

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AGENDA

I. Introductions, Ground Rules and Background on Process

II. Finalize Recommendations re Homeless Voices: Mechanisms to Support Homeless People's Involvement in the Development of Recommendations to Strengthen Shelters for Single Adults

III. Finalize Recommendations re Homeless Voices: Mechanisms to Support Homeless People's Input Into Shelter Operations

IV. Next Steps

25 Van Ness Ave, Suite 750, San Francisco, CA 94102, ATTN: Liaison to Local Board,
415-252-3158, Fax: 415-252-3118

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Local Homeless Coordinating Board

STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, August 9, 2000

PRESENT:

Kate Durham, DHS, co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Jane Johnson, DHS
Charlie Morimoto, DPH/PHD
Lydia Ely, LB Consultant
Linzie Coleman, MSC-North
Lawrence Harvey, MSC- North
Richard Marquez, MSC-North
Erik Enriquez, MSC-North
Ken Butler, MSC-North
Kym Valadez, Swords to Plowshares
Mark Rosenthal, MSC-South
Julian Martinez, MSC-South
Laura Pavey, MSC-South
Tammie Hook, MSC-South
Juliet Twomey, St. Anthony Fdn.
Amilcar Mayen, DSCS
Jeff Gaumond
Patrick Postolka
Stanley Hagwood
Rodd Walton, Homeless
E. Edelman, Homeless
Tracy Pullar, VA HCHV
Charlie Morimoto, DPH/PHP
Lynne Armstrong, Sanctuary
John Smith, A Man's Place
James Powell, ECS

David Jackson, ECS
Blanche Korfmacher, CMHS
Arnett Watson, Client Advocate
L.S. Wilson, Jr., COH
Allison Lum, COH
John Wilson, COH
Joyce Miller, FRD/COH
Mara Raider, COH
David Delgado, Mission Agenda
Tony Hester, Mission Agenda
Marie Heredig, HNB
Miguel Carrera, HNB-COHSF
Al Rose
Hank Wilson
William B. Coflin
Larry Edmond
John Melone, Senior
Rolendio Liumat
Dennis Deasy
Brenda Meskan, A Man's Place
Miguel Zarate, Day Labor Program
Eduardo Palomo, Day Labor Program
Francisco Gonzales, Day Labor Program
Marco Santiago, Day Labor Program
Francisco Morales, Day Labor Program
Josue Cobos, Day Labor Program
Marco Santiago, Day Labor Program

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I. Introductions / Review of committee work to date re Homeless Voices

After everyone present introduced themselves Kate pointed out that we do have Spanish translation at the meeting, offered by Julian Martinez. She also acknowledged that both Jennifer Fredenbach and Joanna Keely are on vacation, and that Charlie Morimoto, Carolyn Plybon, Kym Valadez and Mara Raider agreed to participate in the facilitation and recording of this meeting.

Kate Durham explained the background and function of this committee – it was created as one of eight subcommittees of the Local Homeless Coordinating Board to update San Francisco's 5-year Homeless Continuum of Care Plan. The Board has the expectation that each of the committees will complete their committee work by the end of November and forward their recommendations to the Consultant who has been hired to write the plan. In the months of December and January the Consultant will write the plan. In early 2001 the draft plan will be circulated within the community for public comment and review. In addition to being an essential part of the Continuum of Care Plan, this committee's recommendations will also be forward to the Department of Public Health, the Department of Human Services, and the Mayor's Office on Homeless to use as input as the Departments develop their budgets for upcoming years. The Department of Human Services has $250,000 on reserve this fiscal year, specifically for shelters, and this committee's recommendations will be used as input to shape priorities on how that money should be spent. Finally, our recommendations will be used as input into the development of the RFPs for the two MSC's. This, and all of the above, make the timeframe within in which this committee works very important, and the work of the committee very critical.

This committee will work in six topic areas – having completed philosophy/ cultural competency, the upcoming topics and schedule are listed at the end of these minutes. Today's meeting is the second that will focus on homeless voices. We have two objectives today, and they are to leave the meeting with 1) a set of

recommendations/action plan about how we will get homeless people's input into this committee's work over the next several months; and 2) a set of recommendations about which mechanisms/avenues to develop to insure ongoing consumer input into shelter operations.

Kate then presented the ground rules that we began using at our last meeting. At that meeting it was suggested that we use these all the time and that we post them at all future meetings. These rules are intended to keep the meetings focused as well as safe. It was requested that the ground rules – and all of the written materials at the meetings – be translated into Spanish. It was then suggested that we add a rule: 'Everyone's input is valid and important'. Through extensive discussion, we acknowledged that if people follow the ground rules, they should feel confident that the meeting is a safe place to put out their ideas. If people feel like they are suffering repercussions as a result of their sharing of ideas, they can feel free to call Allison Lum at the Coalition on Homelessness at 346-3740 or Kate Durham, at Department of Human Services, at 558-2848. We also acknowledged that in addition to developing consumer focus groups, we should also develop focus groups for line staff. It was also suggested that the survey, discussed below, could be slightly modified and used as a tool to get line staff input. Both the survey and the focus groups will offer alternative ways for line staff to give input. A suggestion was made to voice record these meetings, but this suggestion was met with some objections and the concern that the recording might dissuade people from talking. It was agreed that the minutes would continue to be the method of recording.

II. Finalize Recommendations re Homeless Voices: Mechanisms to Support Homeless People's Involvement in the Development of Recommendation to Strengthen Shelters for Single Adults

Kate began this discussion by referring to the handout titled: *Proposal re: How To Insure Consumer Involvement In Process Of Developing Recommendations On How To Strengthen The Single Adult Shelter System.* This proposal was developed as a result of the subcommittee that met on August 4, 2000. The Committee noted 4 principle vehicles for consumer input: 1) participation in regular Committee meetings; 2) Committee members actively seeking consumer input in between meetings and bringing their input back to meetings; 3) focus groups; and 4) survey. The subcommittee also identified several considerations, essential to developing means for consumer input: 1) the first is timing. The input needs to be solicited in a timeframe which allows the input to be used within the Committee; 2) the input should be representative; for example we have talked about wanting input from people who currently use the shelter system; people who chose not to use it; and people who have used it in the past; and 3) the input is thorough and it covers the same topic areas that we are covering in the committee. Given these considerations, the subcommitte focused most of their attention on further developing the idea of consumer focus groups. The subcommittee recommends that the focus groups be at a combination of sites; that we select facilitation that solicits the most honest input; that each focus group use a common set of questions; that we have 6-8 focus groups within the next month in order to get consumer input into next 4 topic areas proactively, and then repeat series at end of committee meetings to get consumer feedback on recommendations; that attendees of focus groups be added to mailing list in order to receive minutes, and that flyers advertising focus groups be well-designed, clear, and widely distributed one week in advance.

Allison Lum, Coalition on Homeless, then presented a survey that the Coalition on Homelessness has been working on as a means to get consumer input into single adult shelter recommendations. Copies of the survey were provided. Allison said that it is the Coalition's intention to target people in shelters as well as people on the streets who will not enter shelters. The anonymity of the survey is least intrusive to people and is a good means to get honest input. The survey will be translated into Spanish when finalized. As has been done in the past with reports such as Locked Out, the Coalition staff will aggregate the survey responses and present them in a written report format. Given the Coalitions experience and success with gathering extensive consumer input, Allison proposed that the Committee use the survey as its principle form of consumer input. She said tha their initial thinking was that the timeline for completing the survey and report would be mid November; *however*, if committee members all assisted with outreach and conducting the surveys, the job could get done sooner and the results could be compiled and brought back to this committee as early as mid October. Mara,

from the Coalition, proposed that this committee stop meeting for the next two months, and during that time all committee members work on administering the survey, and then we come back to committee work in mid-October with significant, thorough consumer input and then complete our work, using this input, within the required timeframe. She also noted that the Coalition would not be able to help facilitate the focus groups given their extensive focus on the survey.

Kate then suggested that the committee focus on these two proposals to get consumer input into this process. One proposal is to develop consumer focus groups to get input proactively, continue our meeting process as we have done, and develop a way to incorporate the results of the Coalition survey within the timeframe, noting that we may get the survey results after we have already spent time developing recommendations. The second proposal is to use the survey as the principal form of consumer input, not do focus groups, suspend committee meetings for the next couple of months, and redirect the committee's energies towards helping with the survey during the two month hiatus.

The following comments were then made during discussion about two proposals.
Comments:

- Use questions from the survey in the focus groups
- Open survey is broader than handpicked focus groups
- A concern re the survey - disagreed with use of "immigration status" change to ethnicity
- Offer survey training and team outreach
- The question was raised, if we use the survey, who will tally the results? Will this be representatives of this committee or the Coalition on Homelessness?; Coalition responded that there is a WorkGroup process already under way, and people from this committee could participate in that process.
- Add Healthcare for the Homeless to list of where focus groups are announced
- Survey takers should be peers for safe and democratic process
- Coalition on Homelessness has experience doing surveys – should do one or other: surveys or focus groups
- Do both surveys and focus groups and make sure both include questions for/outreach to seniors
- Do the survey more quickly; you can train teams how to do data entry and have the results in one week
- Committee should buy into doing survey, but without continuing these meetings, we will miss out on important dialogue – reluctant to give up meetings, maybe change meeting times
- Should use on peer methods for survey and focus groups
- Should have some focus groups in places other than shelters such as St. Anthony's – COH for staff.
- What about a compromise; have committee meetings monthly instead of twice a month?
- Use the surveys during focus groups
- A concern with focus groups – include non-shelter folk – be comprehensive and inclusive – in favor of survey
- Have staff focus groups separate without management
- The people process that this committee creates is important. We need to continue these meetings so that we can have face to face, it is a democratic process even with fur flying. Both survey meetings and focus groups are necessary.
- Leave surveys at different places with locked boxes
- Reason why focus groups are so important: they help prevent miscommunication

Several people present at today's meeting thought that this meeting time was going to be an opportunity to make overall recommendations about the shelter system. The Day Labor Program has been supporting a regular meeting about the shelters, and have representatives today who would like to share their ideas. Kate requested that if they meet regularly, they should forward their meeting notes/ideas to Kate Durham or Jenny Friedenback for inclusion is this process. It was noted that based on the flyer that was distributed to consumers

by the Coalition about this meeting that people thought their voices would be heard today. Men from the Day Labor Program gave up opportunity to work to attend this meeting. Juliet from St. Anthony's suggested that since there was so much confusion about meeting that we change meeting format today, make a decision about proposals on how to get consumer input into this process, take a five minute break and come back to the table and open up the rest of the meeting for consumer input. This suggestion was agreed upon. It was also acknowledged that we would then use our meeting on August 23 to deal with the rest of today's agenda, thereby putting us a little further behind in our process.

Back to Proposal on the Table

Through more discussion about channels for consumer input, it was repeatedly stated that the more opportunities for input the better. Consensus was reached that we keep meeting every two weeks, that we hold consumer focus groups within the next month to get proactive consumer input, and we figure out a way to incorporate the survey feedback. The Coalition was asked to think about whether or not there was any way to speed up their process to ensure that consumer feedback from the survey be incorporated into this process as early as possible. Mara said that there is a survey workgroup set up for Friday, August 18th at 2 p.m. at the Coalition, and everyone is invited to participate in this workgroup. This meeting time would also be the appropriate time to make specific suggestions about the survey

We then took a break. After a short break, we regathered and noted that the rest of the meeting would be dedicated to hearing direct consumer input about the shelter system. Kate asked people to be mindful of the ground rules and that when possible to make recommendations about how to improve system.

Public Comments/Input of homeless voices present at today's meeting:

- Should establish procedures for 911 calls to ensure that shelters keep track of clients belongings, medications, etc. and hold bed when someone is leaving shelter as a result of emergency
- Need more Spanish speakers at shelters in the evenings – those with lack of communication are left behind – police are called, people have to leave the shelter and the streets are not safe
- More Latino, Spanish speaking staff are needed, especially in evening
- Staff should be more responsive to clients needs – person was sick and went to person at desk and was told wasn't their concern. Management goes home and the staff left are not caring enough
- Shelters should deal with people equally – feels that respect for Human Rights is lacking
- TB is rampant in shelters and yet there are no doctors or nurses in shelters
- There are both caring and non-caring people at the shelter – found within himself a way to mention these problems and has seen results. It is worth coming here to these meetings.
- Shelter staff should bring 2 or 3 people to speak at this meeting – is very important that shelter residents come to these meetings
- More senior sensitive services. What happens when they go to the hospital? Should have a respite bed to follow doctor's orders, but often are made to leave the shelter, stand in lines, etc.
- Communication can get out better – make it mandatory to get out information about these meetings at community meetings.
- Maybe separate shelter populations; look at different cities; look at different hours for different populations (those that are working, etc.). Working persons should get beds; Have two week evaluation centers staffed by psyche practitioners and registered nurses sending clients to specialized shelters; clean & sober shelters; slash cards for entrance and lottery winners; drug tests for staff with 3 chances; must stop drug dealers; metal detectors or searches
- Need 24-hour phones for clients in which it is not obvious that it is a shelter to callers. This would help with things like job search.
- Single women have no rights. They are often raped and abused without safe drop-ins/places/shelters. Many women can't deal with shelter environments so they choose to stay in abusive relationships rather than enter shelters. Need more effective/efficient programs – spent 3 hours at GA to get 7

transportation tokens; had to speak to 6 staff people and fill out too many forms. Do something about it making system more efficient

- Be accountable – visit the shelters. Establish a respectable policy for those entering the shelters which is beneficial to clients. Eliminate profanity
- Staff should be uniformed - or at least identifiable– has seen clients written up for their reactions not knowing staff were nearby, if they had known wouldn't have reacted that way. Homeless clients should be accountable too.
- Formal policy of respectful treatment of clients
- Does not stay in shelters anymore because of staff favoritism; drug dealing; 2-tier system within shelters and it's too traumatic in shelters because clients and staff are too intimidating.
- Mission Rock closed because of the new ball park causing 600 people to be displaced with the majority still roaming the streets, both men and women, should ask stadium builders to build another Mission Rock.

V. Next Steps

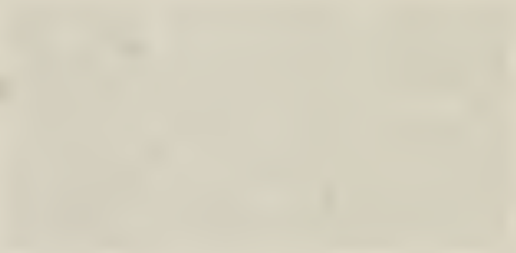
It was suggested that shelters bring information about their programs to these meetings. We will begin our next meeting on August 23rd with item III on today's agenda. We will also have a subcommittee meeting next week to work out the details of the focus groups so that they can be implemented as soon as possible. Anyone interested in participating in subcommittee should call Kate at 558-2848.

VI. Next Meeting

Centro Del Pueblo
474 Valencia St.
2nd Floor Conference Room
Wednesday, AUG. 23, 2000
9:30 a.m. – NOON

PLEASE NOTE THE FOLLOWING DATES & TOPICS FOR FUTURE COMMITTEE MEETINGS:

SEPT. 13TH	ACCESS & CAPACITY	474 VALENCIA STREET	9:30 - NOON
SEPT. 27TH	SUPPORT SERVICES	474 VALENCIA STREET	9:30 – NOON
OCT 11th	SUPPORT SERVICES	to be determined	9:30 – NOON
OCT 25th	PHYSCIAL ENVIRONMENTS	to be determined	9:30 – NOON
NOV 8th	PHYSICAL ENVIRONMENTS	to be determined	9:30 – NOON
NOVEMBER 22nd	EXITS	to be determined	9:30 – NOON
DECEMBER 13th	EXITS	to be determined	9:30 - NOON



SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

The San Francisco Local Homeless Coordinating Board is overseeing the process of updating San Francisco's Continuum of Care Plan. This work will be done in committees involving service providers, consumers, department representatives, advocates and community members. The following Committee is focusing specifically on strengthening services in the single adult shelter system. If you have questions about logistics please call Jane Johnson at 558-1902.

8.79

23/00

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
August 23, 2000
9:30 – 12 noon
At
474 Valencia Street, 2nd Floor Conference Room

AGENDA

I. **Introductions, Ground Rules and Background on Process**

II. **Finalize Recommendations re Homeless Voices: Mechanisms to Support Homeless People's Input Into Shelter Operations on an Ongoing Basis**

III. **Brainstorm: Access/Capacity; How People Access the Shelter System**

IV. **Next Steps**

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, August 23, 2000

RESENT:

8.79

23/00

Kate Durham, DHS, co-chair
Jennifer Friedenbach, COH co-chair
Deven Richardson, MOOH, co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Jane Johnson, DHS
Cindy Ward, DHS
Miguel Cuevas, DHS
Charlie Morimoto, DPH/PHD
Clare Nolan, LB Consultant
Johanna Keeley, MOOH
George Smith, MOOH
Linzie Coleman, MSC-North
Lawrence Harvey, MSC- North
Martha Daniels, MSC-North
Richard Marquez, MSC-North
Erik Enriquez, MSC-North
Ken Butler, MSC-North
Rodney Davis, MSC-North
Kym Valadez, Swords to Plowshares
Laura Pavey, MSC-South
Jose Ojeda, MSC-South
Juliet Twomey, St. Anthony Fdn.
Rodd Walton, Homeless
Charlie Morimoto, DPH/PHP
Lynne Armstrong, Sanctuary

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John Smith, A Man's Place
Barbara Solomon, ECS
James Powell, ECS
Blanche Korfmacher, CMHS
Arnett Watson, Client Advocate
Allison Lum, COH
John Wilson, COH
Ron Rueker, COH
Al Rose
Hank Wilson
John Melone, Senior
Dennis Deasy
Brenda Meskan, A Man's Place
Abdalla Megahed, Advocate
Emil De Guzman, HRC
Wendy Phillips, BAHP
D. Painter, Client
Cheryl Johnson
Jackie Jenks, CCHH
Falechia Harris, HPP
Sam Cobbs, LSYC
Barbara Brown, BVHP MSC
Rich Nyhagen, TOPS
Ellen Catalina, Conard House
Fred Harris

. **Introductions / Review of committee work to date re Homeless Voices**

fter everyone present introduced themselves Kate pointed out that we do have Spanish translation at the meeting, offered y Miguel Cuevas.

ate Durham explained the background and function of this committee – it was created as one of eight subcommittees of ie Local Homeless Coordinating Board to update San Francisco's 5-year Homeless Continuum of Care Plan. The Board as the expectation that each of the committees will complete their committee work by the end of November and forward ieir recommendations to the Consultants who have been hired to write the plan. In the months of December and January ie Consultants will write the plan. In early 2001 the draft plan will be circulated within the community for public omment and review. In addition to being an essential part of the Continuum of Care Plan, this committee's ecommendations will also be forwarded to the Department of Public Health, the Department of Human Services, and the Mayor's Office on Homelessness to use as input as the Departments develop their budgets for upcoming years. The)epartment of Human Services has $250,000 on reserve this fiscal year, specifically for shelters, and this committee's ecommendations will be used as input to shape priorities on how that money should be spent. Finally, our ecommendations will be used as input into the development of the RFPs for the two MSC's. This, and all of the above, iake the timeframe within which this committee works very important, and the work of the committee very critical.

ate acknowledged that we got a little off track of our schedule the last couple of meetings. The topic Homeless Voices – nd the description of the topic - was confusing for people. We also did yet have additional clearly defined opportunities or consumers to give their input/recommendations separate from this committee process. We now are on a tight meframe to get our work done, and recommendations created, by the end of November. In order to meet this timeline, /e will need to stay very focused at our meetings. We will use the ground rules developed a couple of meetings ago to elp us stay focused and keep the meetings safe. These rules will be posted at every meeting in English and Spanish to elp guide these meetings. Rule #5: *Everyone's input is valid and important* was added based on input from the last ieeting.

Ve are also proposing a slightly modified meeting schedule. In order to meet the end of November timeline, we proposed anceling the December meeting, and adding a third meeting in November. This will mean three November meetings. Ve also propose not meeting on November 22, which is the day before Thanksgiving, but rather meeting on November 8,

15 and 29. This proposal was accepted. *Please be sure to see the final meeting dates, topics and locations at the end this document.*

Kate and Jenny gave updates on the surveys and focus groups that will offer opportunities for extensive consumer inpu The Coalition on Homelessness will conduct their surveys and have moved up their timeline in which the survey will b conducted so that the results can be used in this process. At their workgroup meeting last Friday, suggestions were ma re survey revisions. The final version will be shorter than the draft we looked at and will be available this Friday. The whole committee is invited to participate in the process of administering the survey. The training for survey takers is scheduled for Friday, August 25th at 2:30 p.m. at 468 Turk Street. As many people as possible are needed to do the surveys in order to complete 300 in 2 weeks. Surveys will be taken at shelters, transitional housing sites, and on the streets. A sign-up sheet was circulated for people willing to participate in survey taking. The final version should take 10-13 minutes to complete with takers asking the questions and writing down the answers. Completed surveys should tallied in a week's time; volunteers from the Tides Foundation will be assisting with tallying. After that a report will b written up.

Details of the focus groups have also been finalized as a result of a subcommittee meeting last week. Focus groups wil be held at eight sites – four shelters and four non-shelter sites. They will take place between August 30th and Septembe 8th so that we can get consumer input proactively and use it in this process. The same questions, which will parallel meeting topics, will be used at each group. We are seeking facilitators who can solicit the most honest input from consumers. Notetakers at each group are also critical so that we can get the input back to this committee. The non-shelter sites are: St. Anthony's Foundation; Swords to Plowshares; United Council and the Day Labor Program. The fo shelter sites are: MSC-North; Sanctuary; Dolores Street and A Woman's Place. Timing of these focus groups is site specific—working around meals, community meetings, etc; though it is likely that the non-shelter sites will be daytime groups and the shelter sites will be evening groups. It was suggested that we also incorporate a site that specifically services the gay, lesbian and transgender populations; a possible site might be the Metropolitan Church in the Castro. A sign-up sheet circulated for those interested in facilitating these focus groups.

George Smith announced that he was turning over the responsibility for chairing this committee to Deven Richardson.

II. Finalize Recommendation re Homeless Voices: Mechanisms to Support Homeless People's Input Into Shel Operations on an Ongoing Basis

Jennifer passed out two handouts for the group to work with: the first an organized grouping of brainstorm ideas taken from 7/26 minutes and instructions for four smaller breakout groups. On the handout, brainstorm ideas were organized into 6 different areas, and for each idea it was indicated whether it is a new avenue for consumer input, strengthening o something that already exists, or something that exists in some of the shelters. Everyone was asked to choose which gro to participate in and each group to choose a notetaker. Each group was to focus on their group of brainstorm ideas and reach consensus on whichever points they deemed necessary; whether or not idea should be implemented within the ne five years; whether or not it should be inserted into the Continuum of Care Plan and does it fit into this section of the Continuum of Care Plan. Items could be revised or removed from the list as deemed necessary. Deven suggested that modify the first question from 'is it necessary?' to 'is it a priority?'. The breakout groups met for 45 minutes, and the each group had 7 minutes to report out on their work. The results of the breakout groups are as follows. Recommendations are indicated in parenthesis for each brainstorm idea.

ADVISORY BOARD/COUNCIL & CONSUMER REPRESENTATIVE

Brainstorm Ideas

- Create Shelter Advisory Boards that review suggestions made by homeless people, participate in community meetings and have decision making input into the development and implementation of shelter policies and practice *(NEW) (RECOMMENDATION)*
- Develop democratic, independent representation; like a resident's council *(NEW) (COMBINED WITH ABOVE)*
- Develop an Inter-Shelter network; ensure client representation on network *(NEW) (COMBINED WITH ABOVE)*
- Client liaison at each shelter site who is paid *(SOME SHELTERS DO THIS) (NEED MORE TIME)*
- Ombudsman with expertise in legal & other issues who is not paid by shelter *(NEW) (NEED MORE TIME)*
- Ombudsman – rotate monthly through system - not affiliated with any specific shelter *(NEW) (NEED MORE TIME)*

reakOut Group Recommendations
he group recommends that an Advisory Board, for each shelter, should be a priority in the Continuum of Care Plan. he Advisory Board should have advisory capacity and recommendation capacity; but is not a decision-making Board. ach shelter should have their own Advisory Board, since many issues are shelter specific. The Advisory Board should e comprised of ex-residents, current residents, advocates, neighborhood reps, and shelter directors. Each Board should ave monthly meetings to start out. Each shelter should develop nomination process for resident members. Advisory oards should be implement within a year.

egarding the client liaison, or ombudsman, the group could not reach consensus due to time limitation. It was agreed in e big group that a subcommittee, organized by Linzie Coleman and Jackie Jenks will work further and come back with commendations re the client liaison/ombudsman in two meetings

ONSUMER INVOLVEMENT ON BOARD OF DIRECTORS
rainstorm Ideas:

Homeless and Formerly homeless people on Board of Directors *(SOME SHELTERS DO THIS) (RECOMMENDATION)*

Client nominated staff member to sit on Board of Directors *(NEW) (DELETE)*

reakOut Group Recommendations
lea number one should be incorporated into Continuum of Care Plan. Point number two should not.
egarding number one, each organization that runs a shelter should have two seats on their board for homeless and/or rmerly homeless people. To support meaningful change, the Boards should also be committed to making the necessary y-law and culture accommodations to support the homeless and/or formerly homeless people's active and meaningful volvement and inclusion on the Board. For example, the Board may need to revise its fund raising requirement to make possible for a homeless and/or formerly homeless person to participate. Additionally, existing Board Members should olunteer to serve as mentors to these two members. Homeless and/or formerly homeless Board members should ected by their peers. Each organization should implement this by Dec. 2001. After summary it was suggested that ere be an open nomination process for the consumer seats. The group agreed to add this to the recommendation.

t this point in the discussion, an objection was raised that we are moving too fast for proper discussion of these topics. nnifer again stated that the committee is under a strict timeframe to submit recommendations to the Local Board by the d of November.

CCOUNTABILITY
rainstorm Ideas:

Develop a system-wide Monitoring Committee to make unannounced visits to shelters; should be made up of line staff, advocates and homeless people *(NEW) (RECOMMENDATION)*

Re-examine volunteer system *(STRENGTHEN EXISTING) (DELETED)*

Ensure accountability for present systems; responding to complaints; better communication about what we have *(STRENGTHEN EXISTING) (INCLUDE UNDER MONITORING)*

Address issues of accountability specific to shift changes *(STRENGTHEN EXISTING) (INCLUDE UNDER MONITORING)*

Develop a public posting of responses to client complaints *(NEW) (DELETE)*

reak Out Group Recommendations
egarding idea number 1: the system-wide Monitoring Committee should be a recommendation incorporated into the ontinuum of Care Plan. The committee should have 21 members comprised of equal members of consumers, line staff nd advocates. Consumers and line staff should be compensated for their time on committee. DPH and DHS rep Program Monitors) will be non-voting attendees and will not participate in the teams going out to shelters. Teams of ree people should make unannounced visits to shelters. Line staff members of committee will not monitor their own elters. The committee will conduct three to four visits to each shelter per year, more with cause. A standardized eport will be made in writing and presented face to face to the shelter. The reports will go to quarterly meetings. Both the ontract manager and the site manager will respond to the report. Reports will remain confidential until signed off on. he Committee will be formed by open nomination process – and named by Local Board. The full monitoring committee ill meet on a quarterly basis and any unresolved issues will then be taken to the Local Board. It was suggested in the ig group, and agreed, that the committee should develop a standardized list of things that it will look at, and that this ould be made available for shelters before visits are made. Also, it was agreed that within six months of nplementation, the monitoring committee and process should be evaluated to see if it is working.

There was no consensus on: re-examine volunteer system and develop a public posting of responses to client complaint The group recommends that points three and four could be addressed through the monitoring process.

CONSUMER INVOLVEMENT IN OPERATIONS & IDEAS/SUGGESTIONS/SURVEYS

Brainstorm Ideas

- Client participation in staff hiring *(SOME SHELTERS DO THIS)* ***(CHANGED TO LIST OF QUALIFICATION***
- Client involvement in staff training *(NEW)* ***(MORE TIME NEEDED)***
- Staff meetings open except for when dealing with issues of confidentiality *(NEW)* ***(DELETED)***
- Develop a 24-hour hotline for complaints *(NEW)* ***(MORE TIME NEEDED)***
- Monthly questionnaires / surveys *(STRENGTHEN EXISTING)* ***(MORE TIME NEEDED)***
- Open door day *(STRENGTHEN EXISTING)* ***(RECOMMENDATION)***
- Suggestion boxes at places other than shelters *(NEW)* ***(MORE TIME NEEDED)***
- Use a website as a vehicle for communication *(NEW)* ***(DELETE)***

BreakOut Group Recommendations

There was not consensus re direct client participation in staff hiring. It was suggested, however, that clients should be able to come up with a list of qualifications that they think should be possessed by applicants to specific positions. The was not consensus on client involvement in staff training; group felt that it needed more time for discussion. The grou did agree that open staff meetings should not be a priority recommendation in the Continuum of Care Plan. The break group supported the idea of a 24-hour hotline for complaints; but needed more time to work out details of what this would look like. Regarding surveys, there was consensus that they should happen, but again no time for detail. Regarding open door day, there was consensus that this will provide clients an opportunity to see shelter management a staff. There was consensus that suggestion boxes should be placed at sites other than shelters; but again group needed more time to develop specifics. As for the final suggestion, using a website as a vehicle for communication, no consen was reached and the group felt this was too broad.

Given the fact that several items needed more time, including the 24-hour hotline, suggestion boxes, client involvement staff training and surveys, a group of people agreed to get together to further flesh out these ideas and bring recommendations back to the group two meetings from now. Lynne Armstrong and Deven Richardson agreed to pull th group together.

V. Next Steps

It was suggested that Philosophy Statement be made available at every meeting. This was agreed upon and expanded: recommendations that have been developed in each topic area should be available at every meeting.

VI. Next Meeting

Centro Del Pueblo
474 Valencia St.
2nd Floor Conference Room
Wednesday, Sept. 13, 2000
9:30 a.m. – NOON

PLEASE NOTE THE FOLLOWING DATES & TOPICS FOR FUTURE COMMITTEE MEETINGS:

SEPT 13th	**ACCESS**	**474 VALENCIA STREET**	**9:30 - NOO**
SEPT. 27th	**SUPPORT SERVICES**	**474 VALENCIA STREET**	**9:30 – NOO**
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NOV 8th	**PHYSICAL ENVIRONMENT / EXITS**	**201 Turk Street**	**9:30 – NOO**
NOV 15th	**EXITS**	**201 Turk Street**	**9:30 – NOO**
NOV 29th	**EXITS**	**201 Turk Street**	**9:30 - NOO**

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/13/00

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
September 13, 2000
9:30 – 12 noon
At
474 Valencia Street, 2nd Floor Conference Room

AGENDA

I. Introductions, Ground Rules and Background on Process

II. Access/Capacity: How Should People Access the Shelter System?

- **Brainstorm: Ideas to Strengthen/Improve Access**
- **Begin Process of Developing Recommendations Re Access**

III. Next Steps

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STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, September 13, 2000

PRESENT:

Kate Durham, DHS, co-chair
Jennifer Friedenbach, COH co-chair
Deven Richardson, MOOH, co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Jane Johnson, DHS
Charlie Morimoto, DPH/PHD
Clare Nolan, LB Consultant
Johanna Keeley, MOOH
Erik Enriquez, MSC-North
Kym Valadez, Swords to Plowshares
Richard Bright, SVDP - MSC
Laura Pavey, MSC-South
Juliet Twomey, St. Anthony Fdn.
Rodd Walton, Homeless
Charlie Morimoto, DPH/PHP
Lynne Armstrong, Sanctuary
John Smith, A Man's Place
James Powell, ECS
Allison Lum, COH
John Wilson, COH
Ron Rueker, COH
John Melone, Senior
Dennis Deasy
Brenda Meskan, A Man's Place
Abdalla Megahed, Advocate
Emil De Guzman, HRC
Wendy Phillips, BAHP
Daphne Painter, Client
Jackie Jenks, CCHH
Ellen Catalina, Conard House
Fred Harris
Delbert Scott, Sanctuary
George Hall, Sanctuary
Barbara Amoro, Sanctuary
Sherri H. Sawyer, Sanctuary
Jack Ogg, Sanctuary
Mariam Toor, Sanctuary
David Jackson
Bob Nelson, Local Board
Collette Cage
Jesse Mayes, Formerly Homeless

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I. Introductions, Ground Rules and Background on Process

Kate Durham explained the background and function of this committee – it was created as one of eight subcommittees of the Local Homeless Coordinating Board to update San Francisco's 5-year Homeless Continuum of Care Plan. The Board has the expectation that each of the committees will complete their committee work by the end of November and forward their recommendations to the Consultants who have been hired to write the plan. In the months of December and January the Consultants will write the plan. In early 2001 the draft plan will be circulated within the community for public comment and review. In addition to being an essential part of the Continuum of Care Plan, this committee's recommendations will also be forwarded to the Department of Public Health, the Department of Human Services, and the Mayor's Office on Homelessness to use as input as the Departments develop their budgets for upcoming years. The Department of Human Services has $250,000 on reserve this fiscal year, specifically for shelters, and this committee's recommendations will be used as input to shape priorities on how that money should be spent. Finally, our recommendations will be used as input into the development of the RFPs for the two MSC's. This, and all of the above, make the timeframe within which this committee works very important, and the work of the committee very critical.

A question was raised for clarification re the $250,000 on reserve for shelters – Was this money for training shelter staff? Kate and Jennifer explained that there is an additional $50,000 (on top of the $250,000 on reserve) that is specifically for staff training for both family and single adult shelter programs. This funding is available this fiscal year. Training has certainly been identified as a priority throughout this process. Carolyn Plybon and/or Maggie Donahue will be setting up a meeting soon to talk about what kinds of trainings should be prioritized for this funding. The comment was made that there should be immediate access to the $250,000 to address health and safety concerns within the shelters. Carolyn Plybon said she was aware of some needed facility repairs, and that funding for those repairs, which are already in the works, will come from MOCD.

As per a suggestion at our last meeting, we will bring to every meeting copies of documents coming out of each of the topic areas that we have completed. Copies of both the philosophy and cultural competency documents are available today. There are also copies of the goals and objectives jointly held by the Mayor's Office on Homelessness, Department of Public Health and Department of Human Services in regards to the single adult shelter system.

Kate acknowledged that the sub committees, created during our last meeting, are fine-tuning their recommendations on the topic of HomelessVoices: mechanisms to support ongoing homeless people's input into the shelter system. We will hear back from these committees at our next meeting on September 27.

Finally, there is a correction to the August 23 minutes. The meeting schedule, found on the last page, is correct with the exception of the topic for November 29. We hope to finish exits by the November 15 meeting and use November 29 as an opportunity to review our entire set of recommendations. There was then a proposal to change the meeting time on October 11th from 9:30 – noon to 9:00 – 11:30 because of an Arbitration Training scheduled for the same day at noon. The group agreed to start the meeting at 9:00 a.m. on October 11. The meeting schedule reflected in these minutes incorporates these two changes.

II. Access/Capacity: How Should People Access the Shelter System?

The next part of the meeting was devoted to give some background information to support our brainstorm around access/capacity. Specifically, Kate shared results of the Consumer Focus groups re access; Wendy Phillips shared results of the Coalition's Survey and Deven reviewed the joint MOH, DPH, DHS goals and objectives. Additionally, Jennie pointed out that on the back of the philosophy document was a list of brainstorm ideas re access/capacity that came up in our initial philosophy brainstorm on June 14.

Focus Groups Kate reported that 7 out of 8 focus groups were held last week. The 8th group will be held in Bayview Hunters Point on September 21. The groups were very well attended and very well facilitated. The consumers shared important and honest feedback about the single adult shelter system. A complete report, reflecting the focus group input in all areas, will be developed and available at our next meeting. A report, detailing consumer input from the focus groups specifically around access/capacity was handed out. The handout also includes a list of the questions that were used by the facilitators to guide the groups. Juliet, who facilitated two focus groups, shared that she was struck by the compassion conveyed in her groups; the consumers who attended consistently raised recommendations on behalf of people whose needs may be different than their own.

Surveys Jennie invited Wendy Phillips, who is interning through San Francisco State to support the Continuum of Care Plan Update and to support the Coalition on Homelessness with their survey, to share the results of the Coalition on Homelessness survey in regards to access/capacity. 408 surveys were completed in the last couple of weeks at numerous sites throughout the city. A summary of the 408 survey results re access/capacity was handed out. The remaining results of the survey will be summarized and handed out at a future meeting. Allison Lum thanked everyone who helped with the survey taking.

After Deven reviewed the joint goals and objectives, Jennie opened up the meeting to two brainstorms regarding access. The first brainstorm was focused on how people access shelter; the second brainstorm was focused more on who accesses shelter.

Brainstorm: Recommendations on How People Should Access the Shelter System

- Increase respite points of access
- Need to have some places with 24-hour access
- Lottery System is fair – improve communication around it. Make sure it is understood.
- What is lottery; How does it work?
- Combination: lottery and some prioritized beds for people with special needs
- Lottery at different times
- More than one night for lottery beds
- Equal access – but some people don't have access because of disabilities / elderly. Let's not call that unequal – it's actually breaking barriers to achieve equal access.
- Lottery times inconsistent and too late
- Accommodations for people who are working
- Better info about lottery
- There are groups that need to be attended to differently that need shelter
 - Disabled
 - Seniors
 - Mentally ill people
- Individual lottery systems are confusing – should be standardized / centralized system
- Standardized or centralized system to minimize confusion

- Packet of info for individuals entering lottery for first time or after one year to clarify process
- Reasonable accommodations for people with disabilities
- Structures are in place to accommodate working people, but info is not getting out
- Centralized lottery – through a 1-800 phone #. This would be accessible for people with mobility impairments – Don't have to be somewhere
- Better system for volunteers to ensure beds
- Centralized intake – ID card – come in door once – drop-in – then specialized facilities for different needs
- We should re-visit our policies/practices to hire from client population (i.e. now 60% for in some programs) contractual requirement went from 20% to 40%. We should ask homeless people how they feel about that?
- Benefit from healthcare services at MSC's. Could refer people everyday
- Centralized – clearinghouse to provide standardized procedures throughout systems so clients don't have to learn 5 different sets of procedures – uniform policies reduce confusion
- Support for consistency and yet a touch of flexibility
- Reduce number of lottery beds and increase number of case managed beds-more long term beds
- Pet access – now there is no access for people who are substance abusers with pets
- Staff training – include on client's rights, ADA, etc. – make sure staff and clients know
- Volunteering should be in exchange for privileges; not in exchange for what you already should get
- Employment that actually pays people
- Look at centralized family intake – What works – what doesn't
- Information – very convoluted. Need easier access to clear info. I.e. How you get a 30-day bed, lottery, etc.
- No one should be asked to do anything in a shelter without compensation
- Re centralized access – particularly marginalized workers - need simple phone # - obvious access point – very simplified lottery system
- Set up system that can expand and compact according to need
- Centralized with assessment
- Pets – leaving for 30 days every 90 days doesn't work
- Training is big issue
- Capacity / exits are the issue
- One emergency shelter, but then case management beds in all other shelters. Client centered case management
- Abolish volunteer system – it's a set up.
- Flag bed for volunteers
- Better info to and from staff
- Health screening for people coming in
- How will centralized lottery impact shelter choice and referrals?
- 24-hour centralized dispatch
- capacity especially during winter

Brainstorm: Recommendations on Who Accesses the Shelter System

- Cons of separate sections / lose capacity and have to increase staff i.e. if denied services from one shelter – where do you go?
- Separate shelter for working people – issues are so distinct
- Advocating for special places within shelter i.e. MSC South has 31 beds for those awaiting treatment
- Not different shelters – but more separate spaces
- Staff need special skills for different populations
- Specialized staff will provide better services
- Separate sections with adequate staff expertise
- Working people – could get passes to arrive late – but then need to extend morning hours

- Needs based facilities with different rules/services etc.
- Working people are having a hard time even accessing shelters
- Pros and cons with special beds
- Establish a training program for homeless people in shelters
- Advantages to special population shelters is commonality (sharing resources and info); smaller shelters for special/specific populations works well
- Some people need emergency services without a lot of support services – for a short period of time
- Set up system by what people are ready to do Vs. who people are – i.e. not divide by populations ,but layer by what people are interested in doing
- Mentally ill people should have special place
- People who are in training / working need separate space
- Where people go should be dictated by what they want
- Risk of setting up system of more deserving and less deserving– everyone deserves housing/shelter; we should be committed to serving everyone
- Shelters also need to be available to people without problems – i.e. without diagnosis
- Everyone who experiences homelessness has been traumatized – many are depressed (not lazy) – staff needs to be sensitive to that
- If we separate services – take away from other populations: but two populations that have a need are seniors and medically fragile; they are often victimized and need a special environment
- Smaller facilities create community; address isolation which is not healthy
- Need for very basic shelter: 1 MSC as emergency shelter, 1 MSC for transitional shelter with longer term case management
- Drop-ins were supposed to be accessible to all people but now they're shelters
- Equality means everyone gets what they need – not everyone gets the same thing – i.e. policies
- Separate accommodations for transgender people
- Our system is set up for least common denominator – not set up for working people
- Should never be open beds
- Social triage – people who can benefit from services should be served first
- Harm reduction should be considered – support services
- Everything boils down to: better training for staff and more capacity
- Better treatment for staff & clients alike

Per the suggestion at the meeting, the following points were passed on to the chairs post the meeting

- **We should have specialized shelters for people who are working, seniors, transgender people; but not specialized for others. Others need safer, smaller spaces, but not separate spaces. Creating separate spaces for people who are mentally ill or have a substance abuse problem could limit access to people who don't wish to identify these issues – or don't recognize issues. What works better is to have equal access to all at shelters and then have appropriate services on- site to meet their needs. Shelters should have resources, and appropriate outreach to support people building trust before identifying their issues.**
- **Size of shelters is an important variable in providing people with the safety, attention and environment they need to deal with their issues.**
- **Cons: Special pops leads to people feeling like they aren't dying fast enough so they don't get help. It pits poor groups of people against each other. Backlash happens – we go in circles. Ex-Aids money flushing the system, drug users get priority treatment if they are "caught" by help professionals when their abscess is exploding on Monday, but on Sunday, no go. Pros: Seniors in shelters and disabled are preyed upon. Possibility – create positive environment for mixed pop where people do not take advantage of each other.**
- **Agree with concept with site special shelters but not for mental health. Clients – the shelter would appear a psych ward without the formerly traditional supports (psychiatrists,**

chemical therapy administration) – How could clients be screened? By monitors? Self confessed? Sounds like a set-up for discrimination and failure.

III. Next Steps

Finalize Access / Capacity, Review SubCommittee work on Homeless Voices, Begin Brainstorm re Support Services

VI. Next Meeting

Centro Del Pueblo
474 Valencia St.
2nd Floor Conference Room
Wednesday, Sept. 27, 2000
9:30 a.m. – NOON

PLEASE NOTE THE FOLLOWING DATES & TOPICS FOR FUTURE COMMITTEE MEETINGS:

SEPT. 27th	ACCESS/CAPACITY / SUPPORT SVCS.	474 VALENCIA STREET	9:30 – NOON
OCT 11th	SUPPORT SERVICES	1800 OAKDALE AVENUE	9:00 – 11:30
OCT 25th	PHYSCIAL ENVIRONMENT	1800 OAKDALE AVENUE	9:30 – NOON
NOV 8th	PHYSICAL ENVIRONMENT / EXITS	201 Turk Street	9:30 – NOON
NOV 15th	EXITS	201 Turk Street	9:30 – NOON
NOV 29th	REVIEW WHOLE DOCUMENT	201 Turk Street	9:30 - NOON

SAN FRANCISCO LOCAL HOMELESS COORDINATING BOARD

The San Francisco Local Homeless Coordinating Board is overseeing the process of updating San Francisco's Continuum of Care Plan. This work will be done in committees involving service providers, consumers, department representatives, advocates and community members. The following Committee is focusing specifically on strengthening services in the single adult shelter system. If you have questions about logistics please call Jane Johnson at 558-1902.

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
September 27, 2000
9:30 – 12 noon
At
474 Valencia Street, 2nd Floor Conference Room

AGENDA

I. **Introductions, Ground Rules and Background on Process**

II. **Presentation on Results of Consumer Focus Groups and Coalition's Survey**

III. **Access/Capacity: How People Access the Shelter System**
- **Finalize Recommendations Re Access/Capacity**

IV. **Homeless Voices: Updates from SubCommittees**
- **Finalize Recommendations re Homeless Voices**

V. **Support Services**
- **Begin Brainstorm re Support Services**

VI. **Next Steps**

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Explanatory Documents Related To Agenda Items
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25 Van Ness Ave, Suite 750, San Francisco, CA 94102, ATTN: Liaison to Local Board, 415-252-3158, Fax: 415-252-3118

STRENGTHENING SHELTERS FOR SINGLE ADULTS
Meeting Notes, September 27, 2000

PRESENT:

8.79

27/00

Kate Durham, DHS, co-chair
Jennifer Friedenbach, COH co-chair
Deven Richardson, MOOH, co-chair
Mel Beetle, Homeless Senior
Carolyn Plybon, DHS
Jane Johnson, DHS
Blanche Korfmacher, CMHS
Clare Nolan, LB Consultant
Johanna Keeley, MOOH
Linzie Coleman, MSC-North
Carl Fabi, MSC-North
Erik Enriquez, MSC-North
Rich Marquez, MSC-North
Richard Bright, SVDP – MSC
David Estrada, MSC-South
Laura Pavey, MSC-South
Juliet Twomey, St. Anthony Fdn
Lynne Armstrong, Sanctuary
John Smith, A Man's Place
Barbara Solomon, ECS
James Powell, ECS
Allison Lum, COH
John Wilson, COH

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Ron Rueker, COH
L.S. Wilson, COH
John Melone, Senior
Emil De Guzman, HRC
Wendy Phillips, BAHP
Daphne Painter, Client
Jackie Jenks, CCHH
Ellen Catalina, Conard House
Fred Harris
Delbert Scott, Sanctuary
George Hall, Sanctuary
Barbara Amoro, Sanctuary
Mariam Toor, Sanctuary
Jesse Mayes, Formerly Homeless
Denyse Cooper, GW
Robin Martinez, STVDP
Bonnie Fluke, Progress Fdn.
Tato Torres, Progress Fdn.
Jackie Jenks, Hospitality House
Barbara Brown, United Council
Hank Wilson
Arnett Watson, Client Advocate
George Smith, MOOH

I. Introductions, Ground Rules and Background on Process

Kate Durham explained the background and function of this committee – it was created as one of eight subcommittees of the Local Homeless Coordinating Board to update San Francisco's 5-year Homeless Continuum of Care Plan. The Board has the expectation that each of the committees will complete their committee work by the end of November and forward their recommendations to the Consultants who have been hired to write the plan. In the months of December and January the Consultants will write the plan. In early 2001 the draft plan will be circulated within the community for public comment and review. In addition to being an essential part of the Continuum of Care Plan, this committee's recommendations will also be forwarded to the Department of Public Health, the Department of Human Services, and the Mayor's Office on Homelessness to use as input as the Departments develop their budgets for upcoming years. The Department of Human Services has $250,000 on reserve this fiscal year, specifically for shelters, and this committee's recommendations will be used as input to shape priorities on how that money should be spent. Finally, our recommendations will be used as input into the development of the RFPs for the two MSC's. This, and all of the above, make the timeframe within which this committee works very important, and the work of the committee very critical.

Since we are a little bit behind schedule, and we have a definitive time frame in which to work, Kate introduced a proposed revised meeting schedule which included an additional meeting date on **October 18th**. With this change, we will have 3 meetings in October and 3 meetings in November. The proposed new schedule also incorporates changes to the topic areas for the rest of the scheduled meetings in order to have a final document on November 29th. Everyone present agreed to add an additional meeting on October 18th and to the new topic schedule. The new meeting schedule is included at the end of the minutes. Kate reminded everyone of the revised meeting time for **October 11th** We will beginning the meeting ½ hour earlier; it will be from **9:00 am – 11:30 am** to accommodate an arbitration training scheduled for the same day. Also, the three October meetings will be in the **Bayview – at the Southeast Community Facility at 1800 Oakdale.**

II. Presentation on Results of Consumer Focus Groups and Coalition's Survey

Deven Richardson introduced the presentations of the final reports of the Consumer Focus Groups and the Coalition's Survey. Juliet Twomey presented the Consumer Focus Group Report titled "Homeless Voices" and copies were available for everyone. If you'd like a copy of this report, or a copy of the executive summary, you can call Kate Durham at 558-2848.

Allison Lum from the Coalition on Homelessness gave the presentation on the Coalition's survey results titled "Sheltered Lives". Everyone received a copy of this report as well. If you'd like a copy of this report, you can call the Coalition at 346-3740.

A concern was voiced that since sexual orientation was not included in the demographics, that it wasn't clear whether or not gay and lesbian voices were included in the survey results. Allison stated that they did do specific outreach to Matt's Place, a queer youth shelter, and in the Castro.

Allison thanked John Melone for his assistance with tabulating survey results making the report possible. Jennifer stated that a separate report containing results from each shelter would be forthcoming to the directors of each shelter in a couple of days. John Melone shared some stats about seniors. He will forward his data to be included in the minutes.

Jennifer noted how strikingly similar the results of the surveys and focus groups are. She also noted that both reflect the recommendation for increased medical services; this is a change from prior years and reflects an increase in medical issues for homeless people.

Kate encouraged everyone to bring copies of both reports to future meetings so that we would have consumer input in mind as we continue through all of the topic areas.

III. Finalize Access/Capacity Recommendations

Kate explained a hand-out to be used in this discussion which organized our last meeting brainstorm into themes about how people should access the shelter and who should access shelter. Jennifer facilitated the discussion, starting with 'How should people access the shelter system'? Prior brainstorm ideas were organized into: *Whatever system we have we need clearer and regularly available information. Make Some Changes in the Lottery System. Create Centralized Access. Ensure Access for People with Special Needs. Ensure Broad Access and Create a System that Uses a Combination of Access*. Jennifer suggested that given our brainstorm, and the consumer recommendations indicated in both prior reports, that we start with looking at: *Create a System that Uses a Combination of Access*, since that seems to keep emerging in the recommendations. She opened the discussion, asking what would that look like?

The following ideas came up:

- Combination case managed beds for people with special needs
- Ensure broad access - 24-hour / 7 days
- Drop-in access
- What is 24-hour access?
 24 hour access for people who are already in the shelter?
 And/or 24 hr access for people trying to get in shelter?
- How would you do drop in?
- Drop-in sounds difficult to implement
- We have coordinated referral

We then paused the comments to have Linzie give a brief description of *Coordinated Referral* – which is run from 6:00 p.m. to 12:00 midnight and makes it possible to match people who are turned away from individual shelters to other vacancies within the system. Individuals can access coordinated referral from a shelter – or a drop-in such as South Beach or MacMillan. A central number is called which has information about vacancies in all shelters. MAP vans are used to transport people when a vacancy is identified. With coordinated referral we very rarely have vacancies in the system. We then moved back to discussion.

- We should have a centralized database that lists every available space so that there is never an empty bed – this system should be attached to roving monitors who verify if there are beds
- People who are working should have access at anytime
- We need a chart laying out the current system – lots of people don't know what we have already
- Our system is disjointed – centralization would make it easier/clearer to access
- We need to use Resource Centers/Drop In as a point of access to shelters
- How can changes in Outreach support better access?
- Do shelters have computers that could be networked - database – info on all vacancies?

Jennifer then asked whether the following statement reflected the groups thinking about access recommendations:

Homeless people should be able to access shelter system through a combination of (multiple points): lottery, prioritized beds for people with special needs, coordinated referrals, Drop-In and referral to case management beds.

- Would these various ways be connected?
- People want access to more than just beds; need access to services
- Be cautious need access to services
- Don't feel comfortable saying referral to case management beds – How would it work – you'd have to have access before referral to – take out referral to
- Lottery doesn't work for working folks
- We need to say drop-in via coordinated referral; coordinated referral is the way that there is drop in access in the system
- Should be able to hold beds by reservation
- All of the pieces of the system are already in place – this is more an issue of capacity – than access
- We don't have empty beds – this is a capacity issue
- Some people need access anytime of day; ie people with special needs
- Don't have enough capacity – have to increase capacity or access doesn't mean anything
- Most people who are not in lottery can not get off street until space available – we should have access from one location
- Coordinated referral works because: phone call; first come – first served; having only one access point could create opportunities for people to pick and choose who they want in shelter. Against centralized place
- Are drop-in / coordinated referral one in the same?

New statement with revisions
Homeless people should be able to access shelter system through a combination of (multiple points) : lottery, prioritized beds for people with special needs, drop–in via coordinated referral, and case management.

- Centralized place disservice to someone who may be across town
- People should have a place to sit and wait to access – use Resource Centers
- Capacity is the issue
- People do live in drop-ins – there are capacity issues in drop ins too
- MSCs used to have drop-ins, but now have mats there as response to capacity issues

It was agreed that we should change centralized access to coordinated access. Due to time, we had to bring discussion to a close. It was recommended that we come to the next meeting with a description of how access works now, including a description of the number of lottery beds and number of case managed beds; a description of coordinated referral; description of lottery etc. With this background, we should focus next meeting on questions such as Should we make any changes to coordinated referral?; Should we make any changes to lottery; How should people access managed beds?; etc

III. Next Steps

Next meeting we will finalize access recommendations, finalize homeless voices recommendations and begin brainstorm on support services and physical environments. SubCommittees that met to finalize homeless voices recommendations should be prepared to present their work.

IV. Next Meeting

Southeast Community Facility
1800 Oakdale Avenue
Alex L. Pitcher, Jr. Comm. Room
Wednesday, Oct. 11, 2000
9:00 a.m. – 11:30 a.m.

PLEASE NOTE THE FOLLOWING DATES & TOPICS FOR FUTURE COMMITTEE MEETINGS:

OCT 11th	Finalize Access Recommendations Finalize Homeless Voices Recommendations Begin Brainstorm: Support Services/Physical Environments	1800 OAKDALE AVENUE	9:00 – 11:30
OCT 18th	Finalize Recommendations: Support Services	1800 OAKDALE AVENUE	9:30 – NOON
OCT 25th	Finalize Recommendations: Physical Environments	1800 OAKDALE AVENUE	9:30 – NOON
NOV 8th	Brainstorm and Finalize Recommendations Exits	201 Turk Street	9:30 – NOON
NOV 15th	Review all Sections	201 Turk Street	9:30 – NOON
NOV 29th	Finalize Document	201 Turk Street	9:30 - NOON

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8.79

SF Continuum of Care Plan
Strengthening Single Adult Shelters Committee
October 11, 2000
9:00 – 11:30
1800 Oakdale Ave., Alex L. Pitcher, Jr. Community Room @ Southeast Community Facility

11/00

AGENDA

I. Introductions, Ground Rules and Background on Process

II. Access/Capacity
- Finalize Recommendations Re Access/Capacity

III. Homeless Voices:
- Updates from SubCommittees & Finalize Recommendations re Homeless Voices

IV. Support Services
- Begin Brainstorm re Support Services

V. Physical Environments
- Begin Brainstorm re Physical Environments

VI. Next Steps

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